Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-03-28
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-24
Date of Last Exhibit 300A Update: 2012-03-28
Date of Last Revision: 2012-03-28

Agency: 024 - Department of Homeland Security **Bureau:** 55 - Immigration and Customs Enforcement

Investment Part Code: 02

Investment Category: 00 - Agency Investments

1. Name of this Investment: ICE - IT Infrastructure (Atlas)

2. Unique Investment Identifier (UII): 024-000005439

Section B: Investment Detail

1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.

The infrastructure investment for ICE is called the IT Infrastructure (Atlas) Program and consists of 10 sub-programs that directly align to the lines of business specified by DHS for IT infrastructure (to include Network Services, Email Services, Help Desk Services, Data Center Services, Desktop Services, Site Services, Video Services, Voice Services, Wireless Services, and Single Sign-On Services). These infrastructure programs are comprised of multiple projects and systems that will serve to enhance ICE's technology foundation, maximize workforce productivity, secure the IT environment, and improve information sharing across ICE and DHS. The infrastructure investment encompasses the activities of the Office of the Chief Information Officer's (OCIO's) Engineering and Operations Divisions and consists of the architectural design, acquisition, integration, and operations and maintenance of the hardware and software that comprise the ICE IT foundation. The Program's various projects support the following Quadrennial Homeland Security Review (QHSR) strategic missions: #1 Preventing Terrorism and Enhancing Security; #4 Safeguarding and Securing Cyberspace; and #5 Ensuring Resilience to Disasters. More specifically, it provides support for the agency's wide-area, local-area, and wireless networks (WAN, LAN, and radio), voice communications systems, video conferencing systems, web-hosting environment, data center infrastructure, database management, tactical communications, and all associated infrastructure to provide end-to-end support to the ICE user community. The ICE IT Infrastructure (Atlas) Program delivers information technology products and services that provide the 24x7x365 systems availability

that is required by ICE lines of business to enable ICE and DHS to achieve the mission. The beneficiaries of the investment include all of the ICE user community and ICE's partners in federal, state and local law enforcement.

2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.

ICE must fill and protect against current and future IT infrastructure gaps in internal program management, architecture, security, communications, access to and sharing of data, and connectivity to department resources. The ICE IT Infrastructure (Atlas) investment manages, creates, secures, and sustains the ICE IT foundation to satisfy these needs. DHS requires the ICE CIO to provide for: Timely delivery of mission Information Technology (IT) services in direct support of the Component mission, goals, objectives, and programs; and Effective management and administration of all Component IT resources and assets to meet mission, Departmental, and enterprise program goals. ICE has gaps in its capability to deliver on these and other Department and mission requirements. This investment will allow ICE to significantly enhance its capabilities in program management; delivery of efficient IT services to its users, enterprise architecture, secure technologies, and communications; and to access and share data and department resources both within ICE and DHS. Denial or delay of funds for this investment would have significant impacts to the ICE mission. Some examples to the IT infrastructure include: Aging equipment would continue to impose barriers to sound, mandated security and network management practices; If not replaced, excessive service outages will occur once the equipment is well past the end of its recommended service life; ICE will be unable to provide the data storage capabilities and processing needs necessary to meet the demands of modern IT applications, resulting in excessive wait times; New applications with greater data demands (investigative data mining tools, etc.), will result in excessive user wait times and impact workforce productivity across ICE. Failing and out-of-date IT infrastructure would severely hamper ICE’s primary mission to protect America and uphold public safety, by identifying criminal activities and eliminating vulnerabilities that pose a threat to our nation's borders, as well as enforcing economic, transportation, and infrastructure security.

3. For this investment's technical features, please identify where any specific technical solutions are required by legislation, in response to audit findings, or to meet requirements from other sources. Where 'Yes' is indicated, provide a brief description of the technical features required, and any citations regarding specific mandates for these requirements.

a. **Legislative Mandate:** *
   *
b. **Audit Finding Resolution:** *
   *
c. **Published Agency Strategic Plan:** *
   *
d. **Other Requirement:** *
   *

4. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.

Establish Secure Mobile Application Capability; Migrate 75% of the ICE workstation infrastructure to MS Windows 7 with Federal Desktop Core Configuration (FDCC) Controls; Migrate 100% of all extranet connections to the DHS Trusted Internet Connection (TIC); Migrate 85% of ICE to an Enhanced OneNet Architecture; Develop and Implement an Electronic Serial Number (ESN) Voice Network for the National Capital Region; Recompete the Engineering Services and Support (ESS) contract; Complete ADEX II deployment to the new DHS Data Center; Complete several enterprise tools upgrades on McAfee, BigFix, CompuWare, and System Center Operations Manager (SCOM); Remove Microsoft Operations Manager (MOM) and install SCOM on ADEX infrastructure for improved monitoring capabilities; Installation of BigFix and McAfee on ICE Health Service Corps (IHSC) workstations and servers to provide ICE managed end point security and patching compliance monitoring on roughly 1000 IHSC systems.

5. Provide a list of planned accomplishments for current year (CY) and budget year (BY).
For CY (FY12): Begin implementing Disaster Recovery (DR) capability to the Mission Critical Applications in the Data Center; Complete migration of Small Data Centers to the consolidated DHS Data Centers; Begin migrating applications from the ICE Health Service Corps (IHSC); Complete the migration of small ICE enterprise-level production data centers to the DHS Data Centers; Migrate all ICE user mailboxes to the DHS Data Centers; Migrate 20,000 users workstations to Windows 7; Complete upgrade of ADEX/OCONUS servers to all intended sites; Cutover 250 ICE sites to the new OneNet Optimization design; Complete 100% PIV Smart Card authentication for all ICE OCIO users located at PCN and Techworld; Complete installation of VTC capability to 121 Secure Communities offices and 181 HSI sites; Complete refresh of the ICE TV system; Upgrade all ICE BlackBerry operating systems; Continue O&M services to cover systems in the ICE IT infrastructure. For BY (FY13): Migrate all in-scope applications from Small Data Centers to the DHS Data Centers; gain Full Operating Capability (FOC) for the Small Data Centers migration; Complete the ICE Health Service Corps (IHSC) primary and secondary Data Center infrastructure migration to the DHS Data Centers; Begin implementing Disaster Recovery (DR) capability to the Critical Enterprise Applications in the DHS Data Center; Achieve FOC for the Federal Desktop Core Configuration (FDCC); Plan and obtain COTS solution for FISMA Reporting capability; Expand Security Information and Event Management System; Implement automated password management tool for Privileged Account Password Control (PAPC); Configure 5 non-Kerberos applications with single sign-on capability; Create Creation of Trust relationship with other DHS components with regard to Application Authentication; Renew contract for ICE Web Infrastructure maintenance; Continue O&M services to cover systems in the ICE IT infrastructure.

6. Provide brief descriptions of out year (BY+1, BY+2, BY+3, BY+4 and beyond as necessary) budget requests for this investment. Briefly describe planned projects and/or useful components proposed. Your justification should address new functionality, systems integration, technology refreshes, efficiencies to be realized, and any other planned enhancements to existing assets/systems performance or agency operations.

a. **BY+1:**
   *
b. **BY+2:**
   *
c. **BY+3:**
   *

d. **BY+4 and beyond:**

*

7. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.

2011-07-26

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013	BY+1 2014	BY+2 2015	BY+3 2016	BY+4 & beyond	Total
Planning Costs:	$0.0	$0.0	$0.0	$0.0	*	*	*	*	*
DME (Excluding Planning) Costs:	$0.0	$0.0	$0.0	$0.0	*	*	*	*	*
DME (Including Planning) Govt. FTEs:	$0.0	$0.0	$0.0	$0.0	*	*	*	*	*
Sub-Total DME (Including Govt. FTE):	0	0	0	0	*	*	*	*	*
O & M Costs:	$736.2	$180.8	$205.5	$208.5	*	*	*	*	*
O & M Govt. FTEs:	$76.0	$23.0	$32.3	$32.8	*	*	*	*	*
Sub-Total O & M Costs (Including Govt. FTE):	$812.2	$203.8	$237.8	$241.3	*	*	*	*	*
Total Cost (Including Govt. FTE):	$812.2	$203.8	$237.8	$241.3	*	*	*	*	*
Total Govt. FTE costs:	$76.0	$23.0	$32.3	$32.8	*	*	*	*	*
# of FTE rep by costs:	592	178	232	236	*	*	*	*	*
Total change from prior year final President's Budget ($)		$-38.3	$-81.4						$-119.7
Total change from prior year final President's Budget (%)		-16.00%	-26.00%						-42.00%

2. While some investments are consistent with a defined life cycle model (i.e., an initial period of development followed by a period of primarily operational spending and an identifiable end point), others represent a collection of ongoing activities and operations with no known terminal point. In the following table, identify whether or not this investment uses a defined life cycle model (as defined in OMB Circular A-131) and provide appropriate investment cost information below.

a. **Is this investment consistent with a life cycle model defined in OMB Circular A-131(i.e., an initial period of development followed by a period of primarily operational spending and an identifiable end point):**
*

b. **Describe why the investment is not consistent with life cycle model management defined in OMB Circular A-131, and explain how you adapted your alternatives analysis for this investment?**
*

(Where an agency uses a cost model other than the lifecycle cost model, defined by OMB Circular A-131, responses from 2c to 2h below should reflect the alternative concept.)

c. **Provide information on what cost model this investment is using and how costs are captured for what years:**
*

d. **What year did this investment start (use year e.g., PY-1=2010)**

e. **What year will this investment end (use year e.g., BY+5=2018)**

f. **Estimated Total DME cost (including planning) for the investment life cycle or other cost model (excluding FTE)**
*

g. **Estimated Total O & M cost the investment life cycle or other cost model (excluding FTE)**
*

h. **Estimated total Govt. FTE Cost for the investment life cycle or other cost model**
*

3. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Automation Modernization funds for FY13 have been zeroed-out by ICE Budget. Planned investment projects have been re-scoped and some costs initially projected for FY 2013 have been moved to the out-years, thus, changing the funding amounts previously reported in prior Exhibit 300s. In addition, overall DHS budget reductions have resulted in an overall reduction to the O&M data in this year’s summary of funding.

Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	*	7012	HSCETE08F00023	GS35F5337H	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE08F00063	GS35F5337H	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE08J00195	HSHQDC07D00023	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETC08C00003			*	*	*	*	*	*
Awarded	*	7012	HSCETE08J00364	HSHQDC07D00024	7001	*	*	*	*	*	*
Awarded	*	7012	HSCEMS09F00021	HSCEMS09A00001	7012	*	*	*	*	*	*
Awarded	*	7012	HSCETE09P00024			*	*	*	*	*	*
Awarded	*	7012	HSCECR09J00009	HSHQDC05D00004	7001	*	*	*	*	*	*
Awarded	*	7012	HSCEMS09F00039	HSCEMS09A00001	7012	*	*	*	*	*	*
Awarded	*	7012	HSCEMS09J00024	HSHQDC07D00024	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11F00018	GS35F0066N	4730	*	*	*	*	*	*
Awarded	*	7012	HSCEMS10F00013	HSCEMS09A00001	7012	*	*	*	*	*	*
Awarded	*	7012	HSCETE10J00141	HSHQDC07D00022	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETC10J00005	HSHQDC06D00026	7001	*	*	*	*	*	*
Awarded	*	7012	HSCEMS10F00016	GS10F8901H	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE08F00058	GS35F5337H	4730	*	*	*	*	*	*
Awarded	*	7012	HSCEMS10J00011	HSHQDC07D00030	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE10J00273	HSHQDC09A00032	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETC10F00009	HSBP1009D02335	7014	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00005	HSHQDC07D00028	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00066	HSHQDC07D00021	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE10J00487	HSHQDC07D00028	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETC10J00020	HSBP1009D02335	7014	*	*	*	*	*	*
Awarded	*	7012	HSCETC10J00009	HSHQDC06D00044	7001	*	*	*	*	*	*
Awarded	*	7012	HSCEMS10J00015	HSHQDC06D00021	7001	*	*	*	*	*	*

Table I.D.1 Contracts and Acquisition Strategy											
Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	*	7012	HSCEMS10J00014	HSHQDC07D00030	7001	*	*	*	*	*	*
Awarded	*	7012	HSCEMS10J00016	HSHQDC07D00020	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00053	HSHQDC07D00021	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11F00001	GS25F0030P	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00024	HSHQDC07D00020	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00038	HSHQDC07D00030	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00008	HSHQDC07D00028	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00012	HSHQDC07D00030	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00006	HSHQDC07D00028	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETC11J00001	HSHQDC06D00026	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00020	HSHQDC07D00030	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11F00006	GS35F0111K	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE11F00007	GS35F0330J	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE10J00069	HSCETE10J00069	7012	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00039	HSHQDC07D00024	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00030	HSHQDC10A00106	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00039	HSHQDC07D00024	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00041	HSHQDC07D00026	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00069	HSHQDC07D00030	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00074	HSHQDC07D00024	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11F00032	GS35F0131R	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00410	HSHQDC-07-D-00024	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE-11-F-00142	GS35F5192G	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE-11-F-00032	GS35f0131R	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE-12-F-00018	HSHQDC-11-A-00040	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE-11-F-00075	GS35F0794M	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE-11-J-00632	HSHQDC-10-A-00089	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE-11-P-00069			*	*	*	*	*	*

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	*	7012	HSCETE-12-J-00027	HSHQDC-10-A-00102	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETE11F00031	GS35F5337H	4730	*	*	*	*	*	*
Awarded	*	7012	HSCETE11J00181	HSHQDC07D00025	7001	*	*	*	*	*	*
Awarded	*	7012	HSCETC11F00006	GS06F0631Z	4730	*	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:
Earned value was not included in the above Operations and Maintenance contracts that were awarded prior to 2008. Seventy-six of the 80 contracts awarded are under the $20M threshold and are T&M, or Firm Fixed-Price contracts for non-development contracts that primarily provide management support services, software/hardware maintenance, and equipment. The four remaining contracts above $20M are O&M contracts or equipment purchases. A risk-based business decision was made by management to exclude EVM as a requirement for these contracts, as these contracts pose minimal risk to the government. All future contracts above the $20M threshold will be reviewed to determine if EVM is required. As an alternative means of monitoring contractor performance, for service contracts valued at $5M-$20M, the contractor is required to provide a Project Plan, including a schedule. There are periodic status reports filed with the appropriate project manager and COTR. The status reports include task accomplishments related to the scope of the project, schedule, and costs for that time period.

Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-03-28

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)	PM Name	PM Level of Experience	PM Phone	PM Phone Ext.	PM Email
10001	Data Center Services	Provides facilities and equipment used for the storage, management, and dissemination of electronic data and information to multiple users.	2010-04-28	2028-09-30	$603.4	*	*	*	*	*
10002	Desktop Services	Provides acquisition, deployment, and ongoing support for the technology associated with the desktop computing environment.	2010-04-28	2028-09-30	$567.8	*	*	*	*	*
10003	Email Services	Provides acquisition, deployment, and on-going support for email platform hardware and software.	2010-04-28	2028-09-30	$157.2	*	*	*	*	*
10005	Network Services	Provides hardware,	2010-04-28	2028-09-30	$1,817.8	*	*	*	*	*

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)	PM Name	PM Level of Experience	PM Phone	PM Phone Ext.	PM Email
		software, and communication services that allow data exchange between any two computers or other devices.								
10006	Single Sign-On Services	Provides the capability that allows mission and business applications to share a common authentication mechanism that is transparent to the user, for example, multiple application access through a single identification and authentication instance enablement.	2010-04-28	2028-09-30	$65.0	*	*	*	*	*
10008	Video Services	Provides acquisition, deployment, and ongoing support of technology associated with video conferencing capabilities.	2010-04-28	2028-09-30	$176.6	*	*	*	*	*

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Start of Earliest Project Activity	End of Final Project Activity	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
10001	Data Center Services	*	*	$10.5	0	0	$0.0	0.00%	$10.5	7

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Start of Earliest Project Activity	End of Final Project Activity	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
10002	Desktop Services	2011-08-04	2012-09-30	$5.4	0	0	$0.0	0.91%	$5.4	4
10003	Email Services	2011-07-01	2012-12-30	$1.6	0	0	$0.0	0.00%	$1.6	1
10005	Network Services	2011-08-01	2012-03-31	$2.3	0	0	$0.0	0.00%	$2.3	2
10006	Single Sign-On Services	2011-06-01	2012-03-31	$1.8	180	91	$0.0	0.00%	$1.8	1
10008	Video Services	2011-01-03	2012-05-31	$4.7	-92	-20	$0.2	5.02%	$4.5	2

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
10005	Upgrade Endpoint Security with McAfee ePO	Enable Device and Port Control on 25,000 end points and provide anti-virus and end point security services for all ICE desktops and servers	2011-11-30	2012-01-31		258	-62	-24.03%
10008	Install VTC for Secure Communities	Install VTC capability to 121 Secure Communities offices	2011-12-01	2011-09-08	2011-09-08	468	84	17.95%
10002	Complete Phase 1 of FY12 Client Refresh	Upgrade 1,750 user client desktops and/or laptops	2011-12-31	2012-01-13	2012-01-13	197	-13	-6.60%
10008	Install VTC for HSI	Install VTC capability to 181 HSI Sites	2012-02-29	2012-05-31		227	-92	-40.53%
10002	Complete Phase 2 of FY12 Client Refresh	Upgrade 1,750 user client desktops and/or laptops	2012-03-31	2012-03-31		105	0	0.00%
10005	OneNet Optimization	Cutover 250 sites to the new design	2012-03-31	2012-03-31		197	0	0.00%
10006	Single Sign-On (SSO) Phase II	Enable 5 non-Kerberos applications with	2012-03-31	2011-10-03	2011-10-03	197	180	91.37%

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
		single sign-on capability						

Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
End user help desk Customer Satisfaction Survey rating: Effective help desk support is a key attribute of a solid ICE technology foundation. Customers are surveyed to rate the customer service experience. Results are expressed numerically on a 1 to 5 scale with 5 representing high satisfaction. Satisfied customers readily maintain assignment focus, which maximizes their productivity and extends to maximize workforce productivity. Survey results are averaged to calculate the metric result.	Number	Customer Results - Customer Benefit	Over target	3.500000	3.500000	4.900000	3.500000	Semi-Annual
Reduce average response time for acknowledgment of application infrastructure trouble calls: Measures success in improving response time to application infrastructure problem notification. Customer mission achievement	Number	Customer Results - Timeliness and Responsiveness	Under target	5.000000	4.000000	1.000000	3.000000	Semi-Annual

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
depends on application use. Timely application infrastructure problem response speeds resolution resulting in faster return to productivity. Notification and response times (minutes) are collected to use as parameters at metric intervals for the calculation: Average (RTime–Ntime).								
Percent of network availability: The ICE network must be available for internal and external critical information/data sharing in mission activities. ICE network availability statistics are programmatically captured at month end for individual ICE network elements. The captured element data are averaged for the month to produce the result. Maintaining a high ICE network availability rate ultimately increases the productivity of the ICE workforce.	Percent	Technology - Reliability and Availability	Over target	98.000000	98.500000	99.840000	98.500000	Monthly
Percent of network intrusion protection capability:	Percent	Technology - Effectiveness	Over target	95.000000	0.000000	0.000000	95.500000	Semi-Annual

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Effectiveness of the Network Intrusion Detection System. Monitors network traffic; reports any signature based event for ICE Security Operations Ctr analysis-includes exploits, attacks, viruses, malicious behavior, etc. Calculation: Number of detected & remediated signature based events / all reported signature based events * 100 at metric frequency. High percentage results indicate effective infrastructure protection; secure IT environment.								
Percent of Business Impact Analysis (BIA) accomplished for all ICE programs: Should ICE suffer disaster, it is critical that all mission/business functions be restored. BIA identifies impacts that can result from disruption, resources required to resume mission/business functions, and function restore priority. Complete BIA for all ICE programs	Percent	Mission and Business Results - Services for Citizens	Over target	95.000000	99.900000	100.000000	99.900000	Semi-Annual

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
is critical to the ICE technology foundation and info/data sharing capability. Calculation: ICE programs with completed BIA/all ICE programs * 100.								
Percent of all ICE systems (application infrastructure) availability (scheduled outages excluded): Measures efficient application infrastructure service coverage to customers. Application infrastructure must be available to the extent of its user base to ensure workforce productivity. Availability statistics are programmatically tracked and available at metric interval for averaging to calculate result. Maintaining high rates of coverage is critical to efficient provided-service customer use.	Percent	Customer Results - Service Coverage	Over target	95.000000	98.000000	99.900000	99.000000	Semi-Annual
Percent of DHS Information Security Vulnerability Management Systems ISVMs compliance on desktops and servers	Percent	Technology - Quality Assurance	Over target	95.000000	0.000000	0.000000	96.000000	Semi-Annual

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
(35,000): DHS policy compliance-IT security patches must be installed in accordance with CM plans and within the timeframe or direction stated in the ISVMs message published by the DHS Computer Security Incident Response Center. Measure the extent to which technology satisfies functionality or capability requirements and complies with standards. Number compliant / total number * 100.								
Percent of Active Directory (AD) LAN Accounts certified or recertified: Certification or recertification of all AD LAN Accounts (users) based on successful information assurance training completion. Measures ICE IT foundation security improvement through consistent security training. User application of information assurance techniques through training	Percent	Process and Activities - Security and Privacy	Over target	95.000000	99.000000	100.000000	99.000000	Semi-Annual

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
increases IT environment protection. Number of successful completions (LAN accounts) / the number designated for completion (LAN accounts) * 100.								
Percent of protection provided by the ePO anti-virus environment: ICE IT Infrastructure (Atlas) Program delivers information technology products/services to provide 24x7x365 support required by ICE LOBs to enable ICE/DHS mission achievement. Monitoring anti-virus environments, host intrusion prevention, device & port control for all ICE workstations/servers (endpoints) is critical to IT management coordination in successful product/service delivery. Monitored endpoints/total # endpoints * 100.	Percent	Mission and Business Results - Management of Government Resources	Over target	95.000000	0.000000	0.000000	95.500000	Semi-Annual

* - indicates data is for internal use.